

Leveraging Advanced Professional Service Bundles to Tackle Tasks and Maximize Service Unit Value

with South Carolina Department of Transportation

CHALLENGE ▾

The team at the South Carolina Department of Transportation needed a way to tackle their increasingly long to-do list of AASHTOWare Project™ initiatives without pulling staff away from their dedicated roles. While the agency typically holds service units in reserve for emergencies, leadership was ready to make an investment to knock out many of the smaller projects that were adding up.

SOLUTION ▾

South Carolina DOT entered a purchase agreement with Infotech for an Advanced Professional Service Bundle to support AASHTOWare Project services. These bundles come with a few distinct benefits that the agency could use to its advantage:

- » Guaranteeing a response from Infotech to begin addressing needs within 3 days
- » Simplifying procurement by only going through the procurement process once per year
- » Maximizing service unit value through included bonus hours and locking in support costs

RESULTS ▾

By leveraging a discounted rate, a dedicated Infotech project manager, and rapid estimate turnaround time, SCDOT was able to tackle a variety of projects, including:

- » Historical database cleanup
- » Active Report creation
- » Custom process and system event creation
- » Interfaces with external application
- » Online training and associated documentation

“The APSB motivated us to knock out a lot of projects that we needed to complete. We started thinking about all of the things that we could accomplish that we couldn’t accomplish before.”

Travis Driggers

Contract Administration and
Technology Manager, SCDOT

To learn more about Advanced Professional Service Bundles, contact your Infotech Account Manager.

Discussing the benefits of the Advanced Professional Service Bundle

We sat down with Travis Driggers, Contract Administration and Technology Manager, to explore how the South Carolina DOT is making the most out of its service bundle. This conversation has been edited for clarity.

How did you approach service units prior to purchasing an Advanced Professional Service Bundle?

We would allocate service units to specific tasks and projects. Those units were held in a reserve until needed. I think we were a little hesitant to use them, we really liked having them in the bank. But when we started this particular APSB project, we got the ball rolling and started knocking out a bunch of small projects that were really beneficial to us.

So, it's made the approach to service units more proactive than reactive?

I think so.

Which projects did you fund with the APSB?

South Carolina didn't have one large specific project, instead we had many smaller projects. We're very thankful Infotech was able to help us with those because, from a project management standpoint, they're definitely more time-consuming.

We were able to do some Active Reports, quite a few custom processes with system events, interfaces with other applications, and webinar training which included documentation. We also did some historical data cleanup and database triggers.

What did knocking out these projects enable your agency to achieve?

It allowed our agency to enhance our user training and streamline a lot of workflows with database triggers and custom processes. We were able to deliver valuable reports to our end users and we plan on providing a few more, so we think they'll be very happy. These accomplishments would have been significantly more challenging for SCDOT to achieve independently.

What do you view as the core benefits of the APSB?

For us, the APSB offered discounted pricing compared to using any other project type, so that was big. Another thing that we've experienced is rapid turnaround times for estimates for anything we've requested. I also thought the procurement process was very streamlined and easy to initiate.

Additionally, the bonus hours included in the APSB were a significant selling point. They really allow us to maximize the value of our service units. We've invested a lot into our service units so we want to get the most out of them as possible.

How is it working with Infotech on these projects?

Infotech's expertise in AASHTOWare Project™ ensured that all the tasks were done efficiently and timely. That was a big benefit for us. Many times, their ability to complete the task ahead of schedule allowed us to allocate unused hours to additional initiatives.

Working with an Infotech project manager is also a big benefit because they keep everything on schedule and coordinate with the developers for many tasks, so that was a huge lift off my shoulders.

Would you recommend an APSB to other agencies?

Absolutely. It's an effective approach to maximizing the value of your service units. You're kind of buying the bundle at today's price because some of these prices might increase in the next year or two. You don't have to worry about inflation in the short term.

I can request something and it's such a quick turnaround. Everything is streamlined, everyone is coordinating together.